

Frequently Asked Questions

Why is hydrant flushing necessary?

Hydrant flushing is part of routine maintenance that helps maintain water quality. Hydrants are opened to allow water to flow through water mains at a high velocity. This helps scour the inside of the pipe and remove any buildup of minerals and sediment. Hydrant flushing also helps us ensure that all hydrants are working properly.

When does hydrant flushing occur?

Hydrants are flushed every spring, generally between 7:00 am to 5:00 pm Monday-Friday. This year hydrant flushing will start April 1st and conclude by May 20th.

Why is my water discolored and what should I do?

If water appears to be cloudy or rusty, run cold water from a bathtub faucet for a few minutes until it clears. The water is still safe to use, but some sediment may remain in the water mains. Wait to use hot water until the cold water clears to avoid sediment from entering your water heater.

What should I do if my water pressure is low after flushing?

Remove any faucet aerators or water filters and rinse to remove any trapped sediment.

Do I need to boil water during flushing?

You do not need to boil water while hydrant flushing is taking place. Water quality is monitored continuously and it is still safe to use and drink. If there is a problem with water quality, you will be notified. Minerals are naturally occurring in drinking water but can build up overtime. If water appears to be discolored, run cold water until it clears.

What should I do if I let my cold-water run, but it still looks cloudy?

In rare cases, water may appear discolored for a few hours. This largely depends on your location and proximity to hydrant flushing. Run cold water, wait, and try running cold water again to allow for sediment to clear from the water main. If the problem persists, please call our office at 518-237-0422.

